

Chapter Five: Overview of Other HMIS Solutions

This chapter presents general product descriptions and basic survey information for each of the HMIS solutions that responded to the initial survey, but was not selected for an indepth review. The information in each solution review is drawn exclusively from the initial questionnaire. For a complete description of the indepth review selection criteria see Appendix A.

This guide is not intended to endorse or recommend any specific solution. The information in this chapter is provided to inform local communities in their HMIS system selection process. All information should be verified with the provider prior to any final system selection.

A brief statement is included for each of the following systems:

- ◆ CAPTAIN—*Cap Systems, Inc.*
- ◆ Client Track—*Shah Software, Inc.*
- ◆ DataStart—*James Fraizer Associates, Inc.*
- ◆ FACTORS and HelpWorks—*Peter Martin Associates, Inc.*
- ◆ H.E.A.R.T.—*Software Applications Services, Inc.*
- ◆ Homeless Prevention Network Client Intake—*Homeless Prevention Network EPICS Team*
- ◆ Iris—*SunCoast Custom Programming & Web Design*
- ◆ OCERS—*Corporation for Standards & Outcomes*
- ◆ Tapestry, NextStep, and PathFinder—*Vision Link, Inc.*
- ◆ Vesta and SOPHIA Information and Referral Database—*Caracole, Inc.*

**CAPTAIN by
Cap Systems, Inc.**

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Cap Systems, Inc., a C Corporation from Massachusetts, provides the CAPTAIN solution. CAPTAIN includes modules for client tracking, case management, emergency services and housing, fund and grant accounting, energy assistance and Head Start/Early Childhood. The solution is available as a Windows client/server or Internet Hosted/ASP application with a RMS database. Security components include database encryption, data transmission encryption, user authentication, certificate management, and audit trail. CAPTAIN is currently in use in provider organizations in five states including Texas, Tennessee, and Massachusetts. CAPTAIN did not qualify for an indepth review because the HMIS module was not released as a 'General Availability' product at the time of selection. Functionally, CAPTAIN would have qualified.

**Client Track by
Shah Software, Inc.**

P.O. Box 9445, 3701 Edgemont Drive
Midland, TX 79708-9445

<http://www.shahsoftware.com>

Jagat Shah

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Shah Software, Inc.

Shah Software, Inc., an S Corporation from Texas, provides the solution, Client Track. The solution is a Windows client/server application and can be run as a Windows Stand-alone application with a Visual FoxPro database. Client Track did not qualify for an indepth review because it does not collect sufficient residential history or exit information, and does not have user authentication.

**DataStart by
James Frazier Associates, Inc.**

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James Frazier Associates, Inc., an S corporation from Pennsylvania, provides the solution, DataStart™. DataStart™ is a client/server solution that is developed by Borland Delphi and uses a Borland Database Engine. Security components include database encryption, transmission encryption and user authentication. DataStart™ is currently in use in provider organizations in 15 states including Pennsylvania, South Carolina and Georgia. DataStart™ did not qualify for the indepth review because at the time of selection it did not provide an out-of-the-box report for unduplicated counts; services could not be custom configured, nor did it accommodate user-defined data element fields. Customization services have recently been added as an optional service.

**FACTORS and HelpWorks by
Peter Martin Associates**

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Peter Martin Associates, a C Corporation from Illinois, offers two products: FACTORS and HelpWorks. FACTORS is a case management and client tracking solution that includes a variety of standard client tracking information such as residential history (client and facility); clinical options (medications, diagnoses; substance use and health maintenance procedures); and group enrollment and attendance. HelpWorks is a web-based, benefits-screening software application. Both products may be hosted by Peter Martin or other Application Service Providers (ASP), and are implemented using digital certificates, Secure Socket Layer (SSL) and other commonly used forms of Internet security. FACTORS is used by homeless services providers and HIV/AIDS services providers, both public and private, in the City of New York. FACTORS and HelpWorks were not selected for the indepth review because the qualification survey was not submitted until the review was complete; however, functionally the solutions qualified.

**H.E.A.R.T. by
Software Applications Services, Inc.**

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Software Application Services, an S Corporation from Pennsylvania, provides the HMIS solution, H.E.A.R.T., with four versions: *Standard*, *Lite*, *EX*, and *Online*. *Standard* and *Lite* are in Visual Basic 6.0 with a Microsoft Access 2000 database. *Standard* is a Windows client/server application and *Lite* is a Windows stand-alone application. The other versions, *EX* and *Online*, are written in Java 1.4 with a Microsoft SQL 2000 database. *EX* supports organizations that host the database and have a WAN and/or systems with more than 50 users. *Online* is delivered in an ASP format. The security components for all versions include user authentication and audit trail. Additionally, the *EX* and *Online* versions include encryption of data transmission and certificate management. H.E.A.R.T. solutions are currently in use in provider organizations in 15 states, including New Jersey, Pennsylvania, and Arizona. At the time of selection H.E.A.R.T. solutions did not qualify for the indepth review because income was not recorded over a period of time, nor was sufficient exit information collected by the out-of-the-box application configuration. User defined fields do enable customization of the applications to collect the information.

**Homeless Prevention Network Client
Intake by
Homeless Prevention Network EPICS
Team**

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Homeless Prevention Network EPICS Team at Purdue University provides the solution, Homeless Prevention Network Client Intake. The solution is a Windows client/server application written in MS Visual Basic 6.0 with a Microsoft Access 2000 database. Security components include database encryption, data transmission encryption, and user authentication. Homeless Prevention Network is currently used in provider organizations in Indiana. Homeless Prevention Network did not qualify for the indepth review because at the time of selection it did not record case management information, residential history, or income information over time. In addition, the Homeless Prevention Network did not collect sufficient exit information or military status; nor could data elements be added.

**IRis by
SunCoast Custom Programming & Web
Design**

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SunCoast Custom Programming & Web Design, a C Corporation from Florida, provides IRis (currently version 3.0), and IRis For The Web. The solutions are Windows client/server and Application Service Providers (ASP) respectively with a Visual FoxPro 7.0 database. Security components include user authentication and an audit trail. IRis is currently used in a variety of provider organizations including hospitals, libraries, universities, 2-1-1 call centers, United Way, American Red Cross, CONTACT agencies and U.S. military installations. IRis did not qualify for the indepth review because at the time of selection the program lacked out-of-the-box functionality for the collection of military status, residential history, income over time, and exit-related information. User defined fields do enable customization of the applications to collect the information.

**OCERS by
Corporation for Standard & Outcomes**

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Aliso Viejo, CA 92656

<http://www.csando.com>

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Corporation for Standards & Outcomes (CS&O) from California provides two solutions: OCERS (Outcomes Collection, Evaluation and Reporting Services) and SumOne.com. The browser-based solutions are implemented as Application Service Providers (ASPs) with a Microsoft SQL Server database. Security components include database encryption, data transmission encryption, user authentication, and an audit trail. OCERS and SumOne.com did not qualify for an indepth review because they do not record residential history, military status, or exit information.

**Tapestry, NextStep, and PathFinder by
Vision Link, Inc.**

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Vision Link, Inc., an S Corporation from Colorado, provides three solutions: Tapestry for case management and I&R; NextStep for employment and training; and PathFinder for learning opportunities, learning plans, and portfolios. The solutions are delivered as an Application Service Provider (ASP) with an Apache Web server in a UNIX environment and a PostgreSQL database. Security components include data transmission encryption, user authentication, and audit trail. Tapestry is currently used in provider organizations in regional and community organizations including case management, disaster response, and recovery coordination for the victims of the September 11th Pentagon attack. Tapestry did not qualify for the indepth review because at the time of selection out-of-the-box functionality was not available for residential history, military status, exit information, sufficient levels of family history, and a single unduplicated count report. User defined fields do, however, enable customization of the applications to collect the information. NextStep and PathFinder were not considered for the review, since they do not represent HMIS solutions.

**Vesta and SOPHIA by
Caracole, Inc.**

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Caracole, Inc., a 501(c)3 Corporation from Ohio, provides two solutions: Vesta and SOPHIA Information and Referral Database. The solutions are Internet Hosted/ASP applications with an MS SQL Server 2000 database. Security components include database encryption, data transmission encryption, certificate management, user authentication and audit trails. Vesta is currently in use in provider organizations in Ohio. Vesta did not qualify for an indepth review because at the time of selection it did not record income over time. SOPHIA was not considered for review, since it is an information and referral system rather than an HMIS.

The following tables display information compiled from the initial survey responses on solution security; data elements; training, services and support; and technical characteristics.

Table 44 displays the solution-level security capabilities for each of the solutions that were not reviewed in depth.

Table 44: Solution-Level Security Capabilities

Vendor	Database encryption	Encryption of data transmission	Certificate management	Creates audit trails	Uses firewalls
CAPTAIN	Yes	Yes	Yes	Yes	Yes
Client Track (Shah)	No	No	No	No	No
DATASTART	Yes	Yes	No	No	Yes
FACTORS	Yes	Yes	Yes	Yes	Yes
H.E.A.R.T	No	Yes	No	Yes	Yes
HPNCI	Yes	Yes	No	No	No
Iris	No	No	No	Yes	No
OCERS	Yes	Yes	No	Yes	Yes
Tapestry	No	Yes	Optional	Yes	Yes
VESTA	Yes	Yes	Yes	Yes	Yes

Table 45 displays the data collection elements collected for each of the solutions that were not reviewed in depth.

Table 45: Data Elements

Data Element Category	CAPTAIN	Client Track (Shah Software)	DataStart	FACTORS	H.E.A.R.T	HPNCI	Iris	OCERS	Tapestry	Vesta
Personal Information	X	X	X	X	X	X	X	X	X	X
Client Demographics	X	X	X	X	X	X	X	X	X	X
Family Member Information	X	X	X	X	X	X	X	X	X	X
Residential History	X		X	X	X				X	X
Health Information	X		X	X	X		X	X	X	X
Mental Health Information	X		X	X	X	X	X	X	X	X
Substance Abuse History	X		X	X	X	X	X	X	X	
Education	X	X	X	X	X	X	X	X	X	
Employment History	X	X	X	X	X	X	X	X	X	
Income History	X	X	X	X	X	X	X	X	X	X
Military Information	X	X	X	X	X			X	X	X
Ability to Add Data Elements	X	X		X	X		X	X	X	X
Modify Data Element Options	X			X	X		X	X	X	X

Table 46 displays the types of consulting, training and technical support available for each of the solutions that were not reviewed in depth.

Table 46: Training, Services, and Technical Support

Category	Details	Captain	Client Track (Shah)	DataStart	FACTORS	H.E.A.R.T	HPNCI	IR is	OCERS	Tapestry	Vesta
Consulting	Process consulting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Customization/ configuration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Implementenation	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Training	User training	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	System admin training	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Developer training	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No
Printed manual	User manual	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	System admin manual	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
	Developer manual/ data dictionary	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Online support	Online help	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Online bug reporting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Live support	Support time zone	EST	CST	EST	CST	EST	EST	EST	PST	MST	EST
	Email-based tech support	Bus. Hrs.	Bus. Hrs.	Ext. Hrs.	Ext. Hrs.	Bus. Hrs.	24 Hrs.	Bus. Hrs.	Bus. Hrs.	Bus. Hrs.	Bus. Hrs.
	Phone-based tech support	Bus. Hrs.	Bus. Hrs.	Ext. Hrs.	Ext. Hrs.	Bus.Hrs.	Bus. Hrs.	Bus. Hrs.	Ext. Hrs.	Bus. Hrs.	Bus.Hrs

Table 47 displays the recommended technical characteristics for each of the solutions that were not reviewed in depth.

Table 47: Technical Characteristics

Category	Details	CAPTAIN	Client Track (Shah)	DATASTAR	FACTORS /SA	H.E.A.R.T	HPNCI	IRIS	OCERS	Tapestry	VESTA
Minimum Client Hardware	CPU / Processor Speed (MHz)	Intel	Pentium	Pentium	Pentium II (300 MHz)	Pentium (200 MHz)	Not listed	Pentium II (300 MHz)	Pentium (266 MHz)	Not listed	Not listed
	RAM (MB)	Not listed	64	50	64	Not listed	Not listed	32	32	Not listed	Not listed
	Operating System	Not listed	Win 95	Not listed	Win 2000	Not listed	Win 2000	Not listed	Not listed	Not listed	Not listed
	Hard Drive (MB/GB)	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
Recommended Client Hardware	Processor / Speed (MHz)	Not listed	Pentium (333 MHz)	Not listed	Not listed	Pentium (300 MHz)	Not listed	Pentium (500 MHz)	Not listed	300MHz	Pentium
	Memory (MB)	Not listed	128	Not listed	Not listed	Not listed	Not listed	64-128	Not listed	128	Not listed
	Operating System	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed
	Hard Drive (MB/GB)	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	Not listed	300 MB	Not listed	Not listed
Solution Architecture	Windows Stand-Alone	No	Yes	No	No	Yes	No	Yes	No	No	No
	Client / Server (2-tier)	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
	3-Tier (e.g., web)	Yes	No	No	Yes	No	No	Yes	Yes	Yes	Yes
Interface	Windows Client	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Admin. Only
	Remote Interface	No	No	No	No	No	No	No	No	No	No
	Browser	Yes	No	No	Yes	No	No	Yes	Yes	Yes	Yes
Database Location	Centralized	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	Distributed (with replication)	No	No	No	Yes	No	No	No	No	Yes	No
Hosting	ASP (Solution Provider)	Yes	No	No	Yes	No	No	Yes	Yes	Yes	Yes
	Licensing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No